State of Wisconsin
Governor Jim Doyle

TO: **Income Maintenance Supervisors**
        Income Maintenance Lead Workers
        Income Maintenance Staff
        W-2 Agencies
        Workforce Development Boards
        Job Center Leads and Managers
        Training Staff
        Child Care Coordinators

FROM: Vicki Jessup, Policy Section Chief
        Bureau of Enrollment Policy & Systems
        Division of Health Care Access and
            Accountability

BEPS/DFS OPERATIONS MEMO		
No: 10-58 AMENDED		
DATE: 09/20/2010		
FS ☒	**MA** ☒	**BC+** ☒
SC ☒	**CTS** ☒	**FSET** ☒
BC+ Basic ☒	**BC+ CORE** ☒	
CC ☒	**W-2** ☒	**EA** ☒
CF ☒	**JAL** ☒	**JC** ☒
RAP ☒	**WIA** ☒	**Other** ☐*
		EP

SUBJECT: Electronic Case File (ECF) Workflow Phase 2

CROSS REFERENCE: Ops Memo 10-02, Process Help Ch. 45, ECF Handbook 2.1

EFFECTIVE DATE: November 08, 2010

PURPOSE:
This memo informs CARES users and Electronic Case File (ECF) scanning staff of the second phase of changes to the ECF and CARES Worker Web (CWW) known as the ECF Workflow Project.

BACKGROUND:

This memo explains the changes made for Phase 2 of the ECF Workflow Project. In January 2010, Ops Memo 10-02 explained the ECF Workflow Phase 1 project. DHS and partner agencies are working on integrating scanned ECF documents within the CWW and on making it easier for customers to submit verification requirements electronically. All

agencies that scan now have the newest version of scanning software which allows them to be a Scan First agency.

A Scan First agency can choose to scan documents as they come in the agency before anyone reviews them or makes changes in CARES. These documents will be routed to workers within the CWW according to rules set up by agency CARES Coordinators.

Workers can then:
1. review the new documents within the CWW Document Viewer,
2. mark them as processed, and
3. make necessary changes in the CWW, without ever leaving the CWW browser window.

Eventually, the ECF Eclient will be made obsolete. The ECF Eclient is a separate browser window with separate login procedures required to see documents in the ECF. When the Eclient is made obsolete, all scanned documents will be visible and searchable within the CWW.

This memo will give a broad overview of the changes and will link to handbooks and training materials so that the information isn't duplicated.

DOCUMENT TRACKING SHEET (DTS)

Effective November 1, 2010, there are several new ways for documents to get in the ECF. These are known as "Channels."
1. **Self-Scanning** – Customers will be able to scan documents at their own scanner or at a partner agency scanner and send them to the ECF.
2. **Faxing** – Customers can fax documents to special Fax to ECF numbers associated with each agency and these documents will automatically be sent to the ECF instead of being printed out at a fax machine. Note that your current agency fax number can still be used. But if documents are received there, they will need to be scanned at the agency. Agencies can determine which fax number is published, and where (online, in notices, or on the Document Tracking Sheet (DTS, see below). Initially, only the ESC and Milwaukee MILES will have the new Fax to ECF number on the DTS. After a short test period, other agencies will have their new Fax to ECF numbers put on the DTS.
3. **Uploading** – Customers may have digital copies of documents that need to be put in the ECF. Instead of printing them and then re-scanning them, customers will be able to upload digital documents directly to the ECF via ACCESS. Only .tiff and .jpg files can be uploaded this way.

The key to self-scanning and faxing is the Document Tracking Sheet (DTS). A DTS is a cover sheet that must be used by customers when self-scanning or faxing documents to the ECF. It will be mailed with the Verification Checklist and/or can be printed from ACCESS. To upload documents, customers log into their account in ACCESS and follow simple instructions.

The DTS has a unique identifier in the upper right corner that is used to identify the DTS and send the documents to the appropriate worker or group of workers for that case. If the DTS is not recognized or isn't used, the document(s) will be sent as an Unlinked Document type in the CWW (See [Process Help 45.3](#)). All documents that are placed behind the DTS when faxed are sent to the ECF as one batch.

Example:

DTS tracking number,
not case number.

9100000990

Document Tracking Sheet

| FROM: | KAREN KERRY | Total number of pages: ____ |
| PHONE: | _____ | (including this sheet) |

ATTN: Milwaukee Enrollment Services

Important note: To speed up the processing of your benefits, include this document tracking sheet and use an option below. Fill in the total number of pages (including this sheet) and your phone number. Do not write anywhere else on this sheet. Use a separate sheet of paper if you want to add more information. If you have more than one worker, you only have to send your documents to one location.

Options	Instructions
ACCESS ONLINE	- If you have a MyACCESS account and a scanner, go to access.wisconsin.gov, log on to your MyACCESS account and follow the instructions to scan and/or upload your documents. - If you do not have a MyACCESS account, you can go to access.wisconsin.gov and create a new account.
FAX	- Use this document tracking sheet as the first page of your fax. - If your document has information on both sides, copy each side before faxing. MILWAUKEE ENROLLMENT SERVICES : 414-438-4580
MAIL	- Include this document tracking sheet and mail to: MILWAUKEE ENROLLMENT SERVICES PO BOX 05676 MILWAUKEE WI 53205
	- Include this document tracking sheet and take to the agency office where you usually get services you currently work with or to the following agency: MILWAUKEE ENROLLMENT SERVICES MILES 1220 W VLIET ST MILWAUKEE WI 53205

Confidentiality: This fax should only be used by the person or agency listed above.   It may have information that is private and should not be shared. If you are not the person or agency listed above, it is against the law to review, use, copy, or share the contents with anyone.

If you get this fax by mistake, please call the sender right away at the phone number above.

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The DTS provides instructions and information on where to submit the documents, providing fax numbers and addresses of the correct agency. If the customer submitted an

application with the help of a community partner or if the community partner is submitting documents for the applicant, the DTS will identify who the community partner is. Details on the DTS and how a customer or partner agency faxes, self-scans, or uploads documents will be found in the ACCESS Handbook.

Regardless of how a document gets into the ECF, it should be available in the Eclient within 10 minutes. Documents that are scanned using a Scan First batch, self-scanned, faxed to ECF, or uploaded are initially viewable within the CWW Document Viewer also. That's because they need to be processed. Assigned workers must review, process, and then mark them as complete. After that, the documents can be viewed in the Eclient only. Details on this process are found in the Process Help Ch. 45.2

SCAN FIRST BATCHES AT THE AGENCY
Documents that are scanned at the agency by ECF scanning staff that use Scan First batches are also initially viewable within the CWW Document Viewer, similar to documents that are faxed, scanned, or uploaded. Details for scanning staff on using Scan First Batches are found in the ECF Handbook Ch. 2.7.

PROCESS FIRST BATCHES AT THE AGENCY
Agencies may use Process First Scan Batches at the ECF scan station. These batches require that the Case number be known and that the case worker has already seen the paper document and made necessary changes in the CWW. Process First batch documents go directly to the ECF Eclient and bypass the CWW Document Viewer because they have already been processed. Details for scanning staff on using Process First Batches are found in the ECF Handbook Ch. 2.7.

CWW DOCUMENT VIEWER
The CWW Document Viewer is used to:
1. view documents that are faxed, self-scanned, or uploaded by customers, or
2. view documents that are scanned using a Scan First batch class at the agency.

 Details on using the CWW Document Viewer are found in the Process Help Ch. 45.2.

> ##### *UNLINKED DOCUMENTS:*
> Documents that are scanned where the RFA, Case, or ACCESS Tracking Number are not known are called "Unlinked Documents." Each agency must assign staff to search for, link, and process these documents. Details on Unlinked Documents are found in the Process Help Ch. 45.3.

> ##### *LINKED DOCUMENTS:*
> Linked Documents are those documents in the CWW Document Viewer that have been assigned to a worker or group of workers but still need to be viewed, processed, and moved to the case file (moved to the ECF Eclient.) Workers will be able to see the documents that need to be processed from several places within the CWW. Details on Linked Documents are found in the Process Help Ch. 45.4.

ECF DOCUMENT ROUTING RULES
Documents that are scanned in the agency using a Scan First batch class or that are faxed/self-scanned/uploaded by customers are given rules by CARES Coordinators at each agency. These rules determine which worker (or workers) is assigned to view, process, and move the document to the Eclient.

The default rule for each document of this type is for it to be assigned to the primary case worker, the CC worker, and FEP (if any). However, agency CARES Coordinators will be given many options to create rules that bypass or add to this default setting.

A training will be conducted on this topic for IM, CC, and W-2 managers and CARES Coordinators, since they are the only ones that can edit the rules in the CWW. See "Training" below. Also, details on Document Routing Rules will be found in the Process Help 45.5 Document Routing Rules.

Examples of Document Routing Rules:
1. Groups can be created for specialized units. For example, your agency may have a SMRF unit or an Elderly/Disabled unit. Documents can be automatically routed to various groups and any worker assigned to that group can work a document in it.
2. A Fax, Self-Scanned, or Uploaded Documents Group can be set up to process all documents sent in this way. These documents all come in one batch and many will need to be split out into separate document types.
3. Specific document types can be sent to a specific worker or group. For example, even if you don't have a SMRF unit, you can make a rule to send all SMRFs to a specific worker.
4. Documents belonging to a specific case type can be routed to a group or worker. For example, all docs that belong to a BC+ For Families case can be routed to a specific group or worker.
5. Documents can be assigned to more than one worker. All assigned workers must process the doc before it can be "moved to the case file". This is helpful for cases that receive Child Care and/or W-2 in addition to an Income Maintenance program.
6. Documents that belong to a case, RFA, or Application Tracking Number can be routed to a group or workers based on their Program Status, such as pending for renewal, pending for change, ACCESS Application, Ongoing, etc.

TRAINING
Two trainings will be offered on these topics:
1. ECF Document Viewer Training and
2. ECF Document Routing Rules For Managers and CARES Coordinators

The Document Routing Rules For Managers and CARES Coordinators training will be conducted using Adobe Connect, a web-based application. Sign up for the trainings via the DHS Learning Center . Requirements for logging into these trainings are found at the Adobe Connect Test Site. Meeting attendees will log in from their PC and dial in to a phone conference. The basic requirements to log into an Adobe Connect meeting are a browser with internet access and Adobe Flash installed on the PC.

The live training will be recorded and posted online later for those that were not able to attend. Also, demos used during the training will be linked to from the Process Help.

CONTACTS:

BEPS CARES Information & Problem Resolution Center

*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare Employment and Training, BC+ Core – BadgerCare Plus Core, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHS/DHCAA/BEPS/DH/RB